#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Campus Safety

**Job Number:** X-161 | VIP: 1065

**Band:** EXEMPT- 8

**Department:** Risk Management

**Supervisor Title:** Director, Campus Safety

**Last Reviewed:**  May 29, 2020

#### **Job Purpose:**

Reporting to the Director, Campus Safety, the Manager, Campus Safety oversees all aspects of campus security. The primary function is to ensure operational management of the campus security staff and promote a safe and secure campus for all students, staff, and community members. The Manager, Campus Safety also conducts serious or sensitive investigations, liaises with community partners and other post-secondary security departments. The Manager, Campus Safety acts as the Director, Campus Safety, in the absences of the Director.

#### Key Activities:

1. Manages eight (8) Campus Security Guards (6.5 FTE), eight (8) Bata Library Guards (1.5 FTE) and ensures 24/7 security services for Symons Campus and Traill College. Provides technical advice and security guidance to Durham GTA Campus and Durham Campus Security Lead Hand (1.0 FTE).
2. Manages Trent University Security Program.
3. Conducts serious Campus Security investigations, including sexual violence, harassment, assaults, and other sensitive complaints.
4. Works with the Parking Services to enforce parking regulations.
5. Provides security related advice to assist all members of the University community.
6. Plans, budgets, implements staff resources to effectively ensure a safe space for all Trent University members.
7. Participates as Alternate Chair in Threat Risk Assessment Teams.
8. Acts as the On Scene Commander in the event of security related campus emergencies and liaises with Peterborough Community Emergency Services agencies.
9. Direct supervision and training of 16 licensed security guards (6.5 FTE plus 8.0 PT library guards) to ensure quality of service.
10. Available to provide guidance and direction to guards and to physically respond to major on campus emergencies 24/7.
11. Creates 24/7 Campus Security patrol shift schedule and academic year Bata Library Guard schedule and adjust schedule as necessary due to sick leave at all hours of the day to ensure university security requirements are met.
12. Determines Campus Security workflow and conducts case management, assigns projects, and tasks, and ensures completion. Responsible for training (specifically first aid, use of force, Non-Violent Crisis Intervention, fire safety, Emergency Communications Systems and professional development courses) Supervises andcompletes annual performance evaluation for guards.
13. Responsible for hiring, discipline and termination decisions. Conducts periodic inspections to ensure compliance with policies, procedures and regulations and satisfactory completion of projects and tasks. Verifies that the University Security Guard Business license and individual guards renew their licenses annually and obtain MOL approval for shift schedule every three years or as required.
14. Develops and implements standing operating procedures that are legally compliant and consistent with University policies, goals and objectives. Ensures security incidents and concerns are reported to appropriate University officials, departments, and external agencies in a timely manner. Follows up on incidents requiring case management to ensure appropriate action has been taken.
15. Works in close co-operation with those responsible for Personal Safety Programs and the University community in general to build a relationship of confidence and trust. Develops safety plans and procedures for university departments and sections.
16. Assumes role of Incident Commander in Security related emergencies, working with Municipal emergency responders and reporting to the Emergency Operations Control Group Director. Authorizes the use of the Emergency Communications System as necessary to effect lockdowns, evacuations, or public safety warnings. Conducts Campus Violence and harassment policy violation investigations.
17. Coordinates Campus Security resources to ensure Campus Security has the personnel, uniforms, equipment, software, and vehicles required to effectively operate and that all equipment is well maintained. Researches and sources new security technologies, software and systems to improve physical security on campus.
18. Ensures security systems such as the Emergency Communications System, CCTV systems, radio system and alarm systems (including allocating and changing user codes) are well maintained, functional and meet the goals of the Security Program.
19. Manages the University Lost and Found.
20. Works with Trent departments to implement security systems, procedures, plans, and improvements, including special event security planning (convocation, HOTR and Home Coming, Trent Mudder etc.).
21. Institutional member of Ontario Association of Colleges and University Security Administrators (OACUSA). Liaises with other University Security Departments to determine sector best practices and evaluates applicability to Trent.

#### Education Required:

* Three (3) year post-secondary degree or diploma(s) in the area of Law & Security, Police Foundations, Risk Management, Justice Studies or related discipline.
* Must hold valid Security Guard license.
* Certificates in advance investigations and interviewing are an asset.

#### Experience/Qualifications Required:

1. Six (6) to ten (10) years of management experience in a security related field, preferably in the PSE sector.
2. Two (2) to four (4) years of experience conducting complex investigations.
3. Relevant health and safety and violence prevention training.
4. Two (2) years’ experience conducting Threat Risk Assessments.
5. Proven ability to lead and train staff, including training on Use of Force or Non-Violent Crisis Intervention, interviewing, report writing, evidence preservation, CCTV use, access control software and other security specific functions.
6. Sound knowledge of criminal code, provincial statutes, human rights code, privacy laws and associated regulations.
7. Knowledge of Security technology including access control, video surveillance, alarm systems, emergency communication software and hardware, and the ability to compile and analyze statistics and trends of incident reports.
8. Strong organizational, interpersonal and communication (written and verbal) skills.
9. Able to work under pressure with frequent interruptions; ability to handle constant change and disruptions at any time of the day.
10. Able to provide direction calmly and effectively in emergencies.
11. Must exercise good judgement to resolve such situations in the best interests of victims and the university.
12. Strong investigative skills. Tact and empathy when dealing with victims of violence, including sexual violence. Training and experience in conducting Forensic Evidence Trauma Informed investigations.
13. Must hold valid Class G Ontario Driver’s license and provide a clear Criminal Record Check.

**Job Evaluation Factors:**

##### Responsibility for the Work of Others

Direct Responsibility

* 5 Full-Time Security Guards, 10 Part-Time Security Guards.
* Emergency Response Team members when incumbent assumes emergency Incident Command.

Indirect Responsibility

* Trent in Durham Security Lead Hand (1.0 FTE) and contract guards (technical oversight).
* 30 + First Responder Volunteers (reports to on-duty guard and TUEFRT executive).
* RLC’s, Dons to implement safety plans.
* Parking (regarding Lost and Found, Emergency communications, dispatch).

##### Analytical Reasoning

* Managing the security program requires analytical reasoning to apply diverse legal and Trent policy requirements to resolve a wide variety of complex or ambiguous incidents by adapting protocols and exercising good judgement. Incumbent must use logical, deductive, and critical thinking to conduct effective investigations and propose, plan and implement ongoing security strategies, developing security plans requires consistent consultation with different departments and external agencies such as Police and maintaining up to date knowledge of relevant laws, statutes and regulations.
* Complex planning is required when developing incident response procedures to all incidents on Peterborough and Durham GTA campuses. All of the security staff need to be up to date with incident response procedures which requires the procedures to be crafted in a way that is manageable, accessible, and appropriate to the limited staffing resources.
* Must analyze cost, functionality, attributes and deficiencies of numerous security systems, technology, software, and hardware to determine best application and value for money for Trent, participate in RFP process within and outside the department.
* Violations of the Campus Violence and Harassment and Sexual Violence Policies require in depth investigations to be completed. The investigations must be completed objectively and provide appropriate recommendations that may have impacts on employment and student status. Recommendations must consider underlying factors that may not be apparent at first. Investigation involving colleagues can be difficult and require additional sensitivity to ensure important working relationships are not compromised during the investigation.

##### Decision Making

* Decisions are diverse and can be complex. For many requests and incidents that occur there is no policy, so decisions are made based on legal precedents, best practices, experience, and personal judgement. Incidents include decisions related to the safety and security related to students, faculty, staff, community members and physical assets related to Trent University.
* Decisions made are not required to be approved by Director unless relating to significant budget purchases or affect other departments’ operations or if the University’s reputation could be compromised.
* In the absence of the Director, Campus Safety the incumbent acts in their place.
* During nights, weekends, and holidays the incumbent receives calls from on duty security staff or other University staff asking for advice/ and decisions. The calls are generally serious, and time sensitive.
* Decisions that affect personal safety, up to and including death, are required to be made quickly and without immediate access to a Director, University policy or resources.
* Incumbent must have a strong working knowledge of legislation and policy and make sound and timely decisions.
* Incumbent must decide when to make after hour notifications to senior University officials such as Vice-Presidents and when to recommend convening the Emergency Operations Centre Group.

##### Impact

* Impact on Trent should the security program fail to manage a high-profile incident appropriately is likely to extend to many other departments, including the senior team, and affect students, staff, and community members. Due to the 24/7 operation that reduces immediate supervision, errors can go undetected until a serious incident occurs. Depending on the incident, the impact could have a minor to substantial negative impact on Trent’s public reputation and relations between students, employees, and the broader community with Trent administration if they perceive that the University cannot keep stakeholders safe or does not treat individuals respectfully, considerately and fairly.
* The impact of having inadequately trained security staff and/or without the proper resources would create a serious disruption to incident response and emergency services and would lower the level of safety of community members. In addition, a sub-standard security service would reflect negatively on the university’s reputation and could affect enrolment. Safety on campus is one of the top three university selection criteria in Altima surveys.
* Security staff are the most senior decision makers on campus after hours. Being available for consultation increases the likelihood of appropriate after-hours decisions being made for a variety of issues that span across all University departments and can protect life safety and minimize or avoid property damage.
* Careful consideration is required for all security reports and trends, and concerns are continuously pulled from the reports that point out areas that require improvement (such as lighting and other physical security issues, suspicious persons, AODA emergency assistance compliance, concerning substance abuse trends etc.). Failure to analyze and act on security deficiencies jeopardizes the safety of persons and property at Trent.
* Failure to have a functional and up to date emergency communication system (including Mass Alert system and E-Phones) could result in preventable deaths in the event of an emergency. It could also result in a significant lawsuit against the University.
* Failure to make appropriate decisions could result in loss of life, injury, property damage, and corresponding financial, legal, and reputational impacts, potentially in the thousands or even millions of dollars.
* Failure to maintain a secure, responsive, and well-managed access control system can result in loss work time, employee and student dissatisfaction and financial loss.
* Sound and thorough sexual violence investigations lessen the chance of social media backlash or civil litigation and improve the trust of the Trent University community.

##### Communication

Communication regularly involves highly sensitive, confidential, or controversial information. Discretion, persuasion, and negotiation skills are frequently required during investigations and volatile situations. Lack of judgement and discretion in communicating messages can result in limited damage to Trent’s image. Contacts are diverse, as follows:

Internal:

* Students, staff, faculty, visitors, for many security, safety, and access related issues
* Examples: Assaults including sexual violence, theft, property damage, harassment, intimidation.
* Must interact with all members of the extended Trent University community in often highly emotional situations and provides advice to victims of crime.
* Must be clear, reassuring, supportive yet assertive. Must present information in a manner that will be understood by diverse audiences (ESL and International Students, persons with mental health issues), ranging from emotional victims of crime to the Emergency Operations Centre Group Director who requires a concise analysis of the emergency situation and clear recommendations for action.
* Participates and chairs meetings with University officials and gives presentations articulating Campus Security functions and goals to diverse audiences.
* Consults with university managers on diverse security related issues and presents analysis of sometimes complex options for resolution.

External:

* Emergency Services (Police, Fire and Ambulance), Community support agencies (Kawartha Sexual Assault Centre, Youth Emergency Shelter, and Transit Services), Contractors, vendors, Security Directors from other universities

##### Motor/Sensory Skills

* Fine motor skills - Operating computer equipment including iPhone and iPad.
* Gross motor skills - Operating of vehicles when required, strength to ensure that. Non-Violent Crisis Intervention protocols can be followed with no injuries.
* Coordination - Walking and running while performing security related duties at special events.
* Equilibrium - Responding to emergency calls in all natural and human-made terrain on campus during various environmental conditions.
* Dexterity - Keyboarding, using radio with earphone and lapel mic. Accuracy and speed required in emergency situations, at other times speed and accuracy is related to efficient use of time.
* Visual - Observation of hazards, human threats, property damage for security and insurance investigations or emergency response during both daylight and after dark; reading documents and computer screens with small print for several hours a day.
* Smell - Identification of hazards such as gas leaks, chemical spills, biological substances, mechanical malfunctions, illicit drug and alcohol use.
* Hearing - Able to participate in meetings of large groups, engage in telephone conversations and teleconferences, listening to unusual noises that could indicate malfunctions, alarms and crimes in progress.
* Detect unusual noises in an emergency or security response situation, able to respond to audience questions in presentations.
* Touch - able to identify irregularities not visible to the eye when conducting security or insurance investigations.
* Taste - not normally required.

##### Effort

Requires frequent periods of concentration to review and case manage campus security reports, conduct research and analysis of incident and safety trends. However, experiences frequent interruptions and distractions from members of the university community seeking advice, direction and problem resolution on issues relating to functional areas. In addition, the incumbent must be able to respond to calls for assistance from guards 24/7. The specific requirements for mental effort, explained below, result in moderate to high levels of fatigue, depending on the workload which is cyclical and effected by departmental staffing levels.

Mental:

* Long periods of sustained attention to comprehend significant amounts of written and verbal material, regarding complex matters such as legislation, legal opinions, security and safety investigations and responses, budget forecasts. Respond to multiple telephone calls, radio calls and emails during the regular workday and increase during an emergency incident command situation.
* Memory to retain information, techniques and processes necessary to respond to security, safety, and emergencies, conduct meetings and presentations, provide advice in a timely manner on security and safety issues.
* Multitasking - Able to prioritize and respond to many varied demands to assist staff, request for advice, interpretation, analysis and response in functional areas, to meet often very short deadlines.
* Judgment - able to apply knowledge and skills to respond to emergencies, requests for advice, problem solving and decision-making, knowing when to consult.
* Learning - Must continually learn new techniques, legislation and best practices in security discipline. Must learn numerous software programs (Report Management Software, Access Control Software, Various CCTV systems, Mass Emergency Communications software) as they are acquired or updated to assist in data based security operations and to improve efficiency of day-to-day operations.
* Sensory effort - Reacting/responding to unusual circumstances, sustained sensory awareness.
* Information - Disseminate and receive large variety of calls, e-mails and radio requests for service.
* Reading all security reports, study and analyze security statistics, develop goals and objectives based on stats.
* Increased mental demand due to effort required to focus on complicated time keeping and scheduling, and investigations that require significant thought (sexual violence, harassment and mental health) while working in a space that is prone to frequent and uncontrolled interruptions.
* Responsibility to answer the security phone line when parking administrator is tied up with customers (especially emergency) and respond to walk in requests for security. There is not usually another Campus Security member in the office. Interviews with witnesses can be long and uncomfortable (secondary trauma) and require constant concentration.

Physical:

Although the work primarily involves physical effort common to most jobs – sitting for extended periods of time with freedom to move about, small amounts of walking, standing, and lifting – it also requires extended walking, running, stretching/lifting during special events, when responding to incidents and when acting as the Incident Commander emergency situations. After hours telephone calls and call-ins can result in lack of sleep and considerable fatigue. During investigative interviews, the incumbent is confined to a small room with the complainant or respondent and the interview process can affect the ability to stretch or interrupt the interview to use the washroom.

##### Working Conditions

Physical:

* Walking/Standing - Foot patrols of entire campus, during all weather conditions and inside all buildings. Standing for very long periods of time during HOTT, Convocation, and Dionysus.
* Sitting at stationary desk in order to type, review and disseminate Campus Security Reports on a desk top computer, monitoring CCTV screens and reading and responding to emails.
* Requirement to be physically fit in order to respond anywhere on campus during an emergency on foot.
* Carrying/lifting - Coin collection/heavy coin deliveries.
* Equipment - Required equipment such as body armour/utility belt are heavy.

Psychological:

* Conducting investigations involving Students, Faculty and Staff who have experienced sexual violence, assaults, suicides, deaths and injuries, mental wellness are extremely mentally stressful and can cause secondary trauma.
* Deceptive individuals may cause additional stress due the lack of evidence to provide a satisfactory outcome for victims.
* Complaints about security guards, time pressures, dealing with frustrated/angry/upset people, interruptions, after hour call ins, last minute requests for service cause significant disruption to mental health routines and the ability to disengage from work.